



Team Decision Meeting (TDM) Process Standard Work
(Updated 8/16/2016)

Purpose: This standard work document defines the frequency of deliverables for those individuals conducting, monitoring, coaching and overseeing Team Decision Making Facilitators and process.

Process Owner: Program Development - TDM Process

- Facilitator
 - Daily
 - Review TDM referrals for completeness and appropriateness. Refer questions or concerns to the appropriate Child Safety Specialist making the referral and/or the assigned DCS Supervisor. (Form # CSO-1102A)
 - Schedule TDM's as required based on reviewed referrals. All scheduled meetings must have a completed referral and will be scheduled using the appropriate Office Calendar in that section or region. (See TDM Directory)
 - Conduct TDM's as defined in Procedure. (reference DCS policy Chapter 2, Section 8)
 - Complete TDM summary report and family/kin information form. Provide all parties a copy of the summary report at the conclusion of the meeting, if possible. Should technical difficulties prevent the dissemination of the TDM Summary at the conclusion of the meeting, the summary should be disseminated no later than 24 hours after the meeting occurred. DO NOT disseminate the Family/kin information form. (Summary Form # CSO-1020A/B/C/D & Family/Kin Information Form # CSO-1131A)
 - Within 2 business days of the TDM update CHILDS with a "TDM Case Note", scan and attach the TDM Summary Report and update the "Locate Efforts" Case Note with all potential Kinship relationships that were identified on the Family/Kin Information Form.
 - Within 2 business days of the TDM update the Data Collection TDM Database with all information from the meeting (TDM Database Users' Guide v.5/1/15)
 - Weekly
 - Utilizing data from the TDM database provide the following data to the appropriate regional leader for the facilitator's assigned region. If the facilitator is stationed in a specific field office data should also be sent to the respective Section APM:
 - # of TDM's conducted that week by type
 - If not assigned a specific section, data should be broken out by section
 - Outcome of the TDM by type

- # of TDMs cancelled and not rescheduled
- Regional Leader - Program Manager (Southeast); Assistant Program Manager (Pima); Regional TDM Advisor (Central and Southwest); Supervisor (Northern)
 - Conduct TDM observations as required per week to ensure that every TDM facilitator is observed a minimum of 1 time per month. Document observations on the TDM Observation/Evaluation form.
 - In those regions with a high number of facilitators it is necessary for the regional leaders to plan out each week in detail to ensure that all facilitators are observed on a monthly basis.
 - Should the Regional Leader's span of work cover a large area and of staff, TDM observations may occur on a bi-monthly (every other month) basis.
 - Based on the observations collected during the TDM observations, conduct 1:1 feedback and coaching discussion with the TDM facilitator. Particular focus should be put towards ensuring the fidelity of the TDM model. Discussion should occur within 2 business days of the observed TDM. At the conclusion of the discussion, provide the TDM facilitator with a completed copy of the TDM Observation Tool (typed or handwritten). Within 5 business days of the discussion, provide a copy of the completed Observation tool to the office Program Manager (if a TDM facilitator reports to a DCS Program Manager).
 - Review at least 2 Summary Reports each month from each facilitator in the assigned region. Capture observations from the summary report review on the TDM Summary Quality Assurance form. Share the observations with the TDM facilitator within 4 business days of conducting the review.
 - Review the weekly reporting from the facilitators to ensure that facilitators are being fully utilized while minimizing quality concerns based on schedule. Workload is balanced between facilitators and that outcomes trend directionally the same while maintaining quality.
 - In the event that facilitators are not participating in the relatively same average of TDM's each week, address the issue with the Supervisor/Manager and/or address the Section and Regional Leadership to determine and address what is causing the difference of referrals from the average.
 - Conduct monthly facilitator meetings (telephonic meetings are permitted) at the regional level to communicate key TDM process information including:
 - Specific concerns identified during observation and summary report reviews
 - Trends identified based on observations and summary report reviews
 - Summation of the monthly data including # of TDM's by type, by section including outcome data
- Section Leadership (APM)
 - Receive and review weekly update from the section TDM facilitator that includes: the number of TDM's occurring within the section; type of TDM; and outcomes.
 - Compare the number of Emergency and Considered removal TDM's against the number of cases/children removed during the same performance period to ensure that the appropriate cases/children are receiving a TDM.
- Program Development
 - Conduct TDM observations at least one per quarter and as needed or requested by the Regional Lead or above. Document observations on form **TBD**.

- Based on the observations collected during the TDM observations, conduct 1:1 feedback and coaching discussion with the TDM Facilitator and Regional Leader. Particular focus should be put towards ensuring the fidelity of the TDM model. Discussion should occur within 2 business days of the observed TDM.
- Review at least 1 Summary Report from each facilitator in the assigned region per quarter. Observations from the summary report review shall be captured on the TDM Summary Quality Assurance form. Share observations with the TDM facilitator and regional leader within 4 business days of conducting the review.
- Develop, maintain and publish monthly data reviews, findings and communication to the regional leadership, Program Managers and Agency Leadership Chief of Quality, Deputy Director of Field Operations and Program Managers) team including:
 - # of TDM's by type and by region
 - Outcomes of TDM by type by region
 - Observations of the data and actions stemming from analysis
 - Feedback and actions resulting from TDM observations (if held) and summary report reviews
- Develop standard agenda and manage quarterly practice meetings with the intent of (quarterly meetings shall be attended by regional leaders and semi-annual meeting with all facilitators and regional leader):
 - Review and Update standard work and process map
 - Feedback loop for TDM model fidelity
 - Summary and trends of process adherence and performance outcome metrics

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- Complete 90 day observations of newly trained TDM Facilitators using the TDM Observation/Evaluation form.
- Program Manager/Deputy Director of Field Operations/Office Quality Improvement
 - Review the Program Development monthly data reviews, findings and communication. After reviewing the information take actions or support actions from the region or state wide based on the analysis.